

Here is a copy of the letter I sent. The first charge was for 44.95 the 2nd charge was for 23.90. My name is joshua goodman my address is 565 noremac ave, deltona, fl, 32738. I can be contacted at 321 287-5244 or by email at josh8g@yahoo.com. the last four of my card # is 8103. thanks

To whom it may concern,

I have never been treated so badly by somany people so many in one company. I recently called to cancel my service with your company. The first person I spoke with was named benny, he transfered me to a menu that told me to press 6 for disconnection. When I pressed 6 it said I could not be helped at this time. I then called back and got a woman named Karen who transfered me to that same menu where I was hung up on once again. I then spoke to a morgan johnson and was transfered to someone who was supposed to be a supervisor. I was told that she could not cancel my account because it was a broadband accoutn. I asked to be transfered to a supervisor who could. I was transfered to a que where I waited. A selina wade came on line. She was not a supervisor. I explained that I had spoken with several represenatives and been hung up on and transfered into menu's that also hung up on me. I had invested at least 2 hours of my time at this point trying to cancel my service. She refused to get me throught to her supervisor Steve shaw. At one point he was in the background and actualy told me to shut up and listen. My account still has not been cancelled. I have forwarded a copy of this letter to my credit card company to dispute the charges you continue to put on my bill. I have also sent a letter to my lawyer Andrew Zellman. If this matter is not resolved and credits are not issued to my card we will pursue it further. I have also forwarded a copy of this letter to the Fcc. . You may contact me at josh8g@yahoo.com